

**CAREER  
PATHS**

# Tourism

Virginia Evans  
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Express Publishing

**CAREER  
PATHS**

# Tourism

Book

1

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## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	About Your Guest	Article	business travelers, celebrate, conference, guest, holiday, holidaymaker, honeymoon, leisure, meeting, on business, relax, romantic, trip, vacationer	Asking about purpose
2	On the Phone	Advertisement	connect, courteous, direct, hold, incoming, line, operator, PBX, professional, transfer	Stating reason for a phone call
3	Types of Restaurants	Article	cuisine, cut, drive-through, family restaurant, fast food, rating, steakhouse, table service, vegetarian, wait staff	Discussing options
4	Lodging	Brochure	bed and breakfast, budget hotel, cabin, campsite, eco-resort, go camping, motel, on a budget, pitch a tent, resort, romantic getaway, star rating, youth hostel	Offering assistance
5	At the Airport	Article	arrivals terminal, baggage claim, boarding time, check in, departure lounge, departures terminal, duty-free shop, fly in, food court, gate, passenger, security screening	Describing a process
6	Cruise Ships	Brochure	adventure, balcony, cabin, cruise director, disembark, embarkation, port of call, porter, relaxation, shore excursion, tender, upper deck	Talking about schedules
7	Train Travel	Article	attendant, berth, by rail, catch the train, depot, one-way, overnight train, round-trip, scenery, ticket kiosk, timetable	Talking about departures
8	Bus Travel	Article	affordable, benefit, boarding pass, by bus, by coach, cheaply, express route, flexible, legroom, stop	Confirming information
9	Renting a Car	Brochure	boot, compact, driver's license, economy, full-size, GPS, insurance, luxury, model, standard	Describing features
10	How Do You Pay?	Pamphlet	cash-only, charge card, checking account, credit card, debit card, identification, methods of payment, personal check, transaction, traveler's check	Stating an amount
11	Where to Get Money	Article	ATM, bank, branch, business hours, electronically, keypad, PIN number, service charge, service fee, wire transfer, withdraw	Getting someone's attention
12	At the Currency Exchange Office	Poster	commission, convert, currency, currency exchange office, exchange rate, local currency, minimum charge, rate, receipt, release form	Stating what is needed
13	How Much Does It Cost?	Coupon	cash register, collectible souvenir, cost, coupon, gift shop, gift wrapping, mementos, on sale, pick out, price tag, selection, staff	Asking about price
14	Giving Warnings About Crime	Poster	break-in, criminal, lock, money belt, report, robbery, safe deposit box, suspicious activity, target, theft, valuables	Asking about availability
15	Avoiding Illness Abroad	Article	bottled water, bug spray, germs, immunization, infection, mosquito, purified water, ruin, travel emergency, travel insurance, vaccination	Asking for more information

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**2**

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## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Cultural Differences	Manual	address, appointment, confrontational, ensure, eye contact, pay attention, personal space, prefer, surname, timeline, violate	Giving an explanation
2	Travel Packages	Brochure	accommodation, air-only, all-inclusive, deluxe, entrance fee, explore, full board, half board, itinerary, set menu	Asking about differences
3	Giving Directions	Brochure	across, around the block, clock, corner, downtown, head, keep going, line, reach intersection, right, turn	Describing location
4	Getting To and From the Airport	Brochure	bellhop, curbside, driver, free of charge, front desk clerk, ground transportation, luggage, schedule, shuttle, taxi, transfer	Asking for a favor
5	Talking About the Weather	Article	beachgoer, clear, cloud cover, cloudy, forecaster, get some sun, heat wave, high, low, predict, record temperature, stormy, sunny	Expressing regret
6	Intentional Travel	Brochure	abroad, customs, customs agent, declare, departure tax, expire, inspect, international, passport, prohibited, stamp, valid, visa	Stating requirements
7	Airport Security	Poster	advisory, cordoned off, marked, metal detector, regulation, restricted area, security camera, security checkpoint, security guard, travel companion, unattended luggage, X-ray machine	Reporting a problem
8	Airplane Procedures	Brochure	cabin, call button, co-pilot, electronic device, fasten, flight attendant, hand luggage, in-flight, navigator, overhead compartment, pilot, refreshments, safety procedure, seatbelt	Offering choices
9	Travel Delays	Article	due to, engine, flight board, flight delay, further notice, landing gear, mechanical problem, missed flight, on time, patient, representative, runway	Expressing disbelief
10	Where's My Baggage?	Poster	baggage office, claim form, damaged baggage, in transit, luggage status, misplaced, missing, notify, property, recover, specially, tracking system	Giving reassurance
11	Explaining the Bill	Bill	charter flight, gratuity, guided tour, landmark, luxury, massage parlor, overcharge, place of interest, premium, settle the bill, spa, tip, upscale, walking tour	Pointing out a mistake
12	Negotiating Prices	Article	bargain, bargain-hunter, customary, good deal, half price, limit, make a deal, make an offer, market, negotiate, porcelain, shopper's paradise, used to	Declining an offer
13	Locating Help	Flyer	clinic, dial, embassy, emergency number, fill a prescription, in case of emergency, injured, legal, pharmacy, police report, police station, treatment	Making a suggestion
14	Emergency!	Brochure	decompression, emergency landing, emergency slide, floating device, oxygen, oxygen mask, seat cushion, severe, turbulence	Discussing risk
15	Talking About Symptoms	Advisory	advisory, chill, cold, continent, fever, flu, headache, nausea, outbreak, quarantine station, rash, sudden, symptom, tropical, vomiting	Describing symptoms

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Book

**3**

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## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Communicating by Email	Email	applicable fee, attach, baggage charge, booking agent, deluxe, detail, forward, from, inquiry, meet and greet, reference number, subject, subject line, to, with reference to	Making an apology
2	Taking a Message	Manual	apologize, away from the desk, contact information, hang up, message pad, out to lunch, repeat, regarding, ring off the hook, spell out, take a message, telephone number, understaffed	Repeating back information
3	Taking Reservations	Manual	aisle, billing address, card holder, card verification number, checklist, exit row, minor, non-stop, originate, refer, senior, take a reservation, window	Verifying information
4	Changing a Reservation	Excerpt	applied towards, cancellation fee, change fee, date of issue, eligible, fare class, full refund, non-refundable, partial refund, penalty, prior to, refund, refundable	Expressing relief
5	Problems with Reservations	Article	beyond your control, bump off, cancel, compensation, complimentary, connecting flight, on standby, overbook, partner airline, resolution, travel voucher, upgrade	Stressing a point
6	Difficult Customers	Memo	abusive language, assure, difficult, dissatisfied, disturbance, escort, incident, lose one's temper, office memo, premises, put out a cigarette, queue, smoke, uncooperative	Calming someone down
7	Farewell	Article	casual, check in, check out, farewell, formal, friendly, host, impersonal, informal, patronage, see off, stay	Giving compliments
8	Methods of Transportation	Brochure	automatic, chauffeur, district, easy-to-read, hail a cab, limousine, local coach, neighborhood, outskirt, pedestrian, quarter, subway, take advantage	Asking for information
9	Local Attractions	Guide	art gallery, climate, collection, jet skiing, lighthouse, panorama, sailing, scuba diving, sculpture, sign up, snorkeling, water sport	Expressing agreement
10	On a Tour	Pamphlet	audio tour, bag storage, disability, exhibit, information center, landmark, monument, open to the public, self-guided tour, square, surviving, wheelchair	Estimating size
11	Discussing Rules and Policies on a Tour	Article	buddy system, equipment check, first-aid kit, gear, harness, helmet, on hand, outing, rope, sturdy, trail, waterproof, well-being, working order	Introducing yourself
12	Release Forms	Document	breach of contract, comply with, consent, dangerous, liability, my expense, negligence, participant, release, release form, trek, waive	Explaining terms of an agreement
13	Job Advertisements	Job Posting	apply, benefit, candidate, commensurate with experience, competitive, entry level, fill a number of positions, full-time, hospitality industry, link, process, qualification, wage	Talking about job experience
14	Preparing Your Curriculum Vitae	Resume	conduct, curriculum vitae, degree, employment history, fluent, maintain, native tongue, oversee, proficient, safety record, service award, vocational	Giving guidelines
15	Getting a Job	Article	call back, confident, dream job, enthusiastic, follow up, gesture, interview, interviewer, job offer, make a good first impression, paperwork, strength, thank you note, transcript	Concluding a conversation

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cabin

cruise director

cruise ship

Welcome to Poseidon Cruises!

BIG BOAT  
BIG FUN

porter

upper deck

tender

## Get ready!

- 1 Before you read the passage, talk about these questions.

- Why do people take cruises?
- You win free tickets for a cruise. Where do you go? Why?

## Reading

- 2 Listen and read a part of a brochure for a cruise ship. Where can you make new friends? Choose the correct answers.

- What does the brochure mainly talk about?
  - how to buy a cruise ship ticket
  - the types of rooms available on a ship
  - the fun parts of traveling on a cruise ship
  - why cruise ships are good for families
- One of the porter's duties is to ...
  - pack your luggage.
  - put your bags in your room.
  - inform about activities on the ship.
  - help passengers get on tenders.
- According to the passage, what does a person do on the upper deck?
  - visit the pool
  - get on a tender
  - have lunch
  - meet people

Do you want a mix of **relaxation** and **adventure**? Then Poseidon Cruises is perfect for you! At **embarkation**, show your boarding pass and we'll do the rest. Our **porters** take your luggage right to your **cabin**. And cruise directors tell you about activities on the ship. Do you want to relax? Then spend time on your private **balcony** or visit the pool. Do you want to have fun? Make new friends on the **upper deck**. We also offer many **shore excursions**. Passengers **disembark** at several **ports of call**. How do you get to land? We take you to land on **tenders**. Call us today to learn more.

## Vocabulary

- 3 Read the sentence pairs. Choose where the words best fit in the blanks.

1 **relaxation / adventure**

Mick does not want a lot of activity. He wants \_\_\_\_\_ during his holiday.

Rita climbs a mountain because she enjoys the \_\_\_\_\_.

2 **embarkation / shore excursion**

Penny visits a new city. She is on a(n) \_\_\_\_\_.

Oscar shows his ticket at \_\_\_\_\_.

3 **porter / cruise director**

Ulysses is a \_\_\_\_\_. He handles the passenger's luggage.

Miranda is a \_\_\_\_\_. She tells passengers about activities.

**4 Match the words (1-6) with the definitions (A-F).**

- 1 \_\_\_ cabin                      4 \_\_\_ disembark  
 2 \_\_\_ balcony                5 \_\_\_ port of call  
 3 \_\_\_ upper deck            6 \_\_\_ tenders

- A to get off of a ship  
 B a place where ships stop  
 C the top part of a ship  
 D a room on a ship where passengers sleep  
 E small boats that take passengers from the cruise ship to land  
 F a small outdoor area that is attached to cabins

**Listening**

**5 Listen to a cruise director make an announcement. Then answer the questions.**

- 1 What does the cruise director talk about?  
 A a stop at a port of call  
 B a shore excursion  
 C things to do on the ship  
 D problems with the dining area
- 2 According to the announcement, what activity takes place at 10 am?  
 A games on the upper deck  
 B lunch in the dining room  
 C passengers watch a movie  
 D a play in the theater

**6 Listen again. Fill in the blanks.**

**Cruise Director:** Hello, ladies and 1 \_\_\_\_\_. Welcome to the Grande Dame. This is your 2 \_\_\_\_\_. There are many activities on the Grande Dame today. At 10 am, join us on the 3 \_\_\_\_\_ for games. Then we have lunch at 4 \_\_\_\_\_. At 2 pm, watch a movie at the ship theater. The theater is on 5 \_\_\_\_\_. Finally, dinner is at 6 \_\_\_\_\_. The 6 \_\_\_\_\_ is on Deck 10. Have a wonderful day on our cruise ship!

**Speaking**

**8 With a partner, act out the roles below, based on the announcement from Task 6. Decide who Student A and Student B are. Then switch roles.**

**USE LANGUAGE SUCH AS:**

*At 10 am, join us on the ... for ...*  
*We have ... at 6 pm*  
*The theater is on the Deck ...*

**Student A:** You are a passenger on a cruise ship. Ask Student B about:

- activities on the ship
- times of the activities
- location of the activities

**Student B:** You are a cruise director on a cruise ship. Answer Student A's questions.

**Writing**

**9 Use the conversation in Task 7 to fill out the schedule for the cruise ship.**

**Grande Dame**  
*Schedule of Events for Monday*

Time	Activity	Location
8:00 AM	Breakfast	Dining room
12:00 PM	Lunch	Dining Room

# 9 Local attractions



1 jet skiing

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What activities do people do while on holiday?
- 2 What types of activities are there for visitors in your town?

## Reading

2 Listen and read the information in a travel guide about Key West. Mark the following statements as true (T) or false (F). What is unique about Key West?

- 1  The island of Key West is located in Spain.
- 2  The Ernest Hemingway House and the Key West Lighthouse are on the same street.
- 3  Tour operators for a number of activities can be found in one area of the island.

## Vocabulary

3 Place the words from the word bank under the correct heading.

### word BANK

art gallery jet skiing scuba diving light house  
snorkeling sailing

Cultural Sites	Water Sports

4 Choose the word that is closest in meaning to the underlined part.

- 1 We saw beautiful views of a lot of places from the restaurant.  
A panoramas      C collections  
B sculptures
- 2 The general weather condition of Santa Fe is warm and dry.  
A sculpture      C climate  
B cultural site
- 3 Greg agreed to participate in an activity to go on a walking tour.  
A signed up      C dove  
B snorkeled



2 art gallery



3 sailing



4 snorkeling



5 SCUBA diving



6 lighthouse



7 sculpture



### DISCOVERING

## Key West

Looking for culture and fun in the sun?

Then Key West is the perfect destination for your vacation.

Learn today about all the attractions Key West has to offer.


**Cultural Sites** – Discovered by Spanish explorers in 1521, Key West has a long and interesting history. You can learn about the island's history at the Museum of Art and History on Front Street. The museum has a large **collection** of **sculptures** and paintings which tell the island's story. Do you want to buy some art? Then visit one of the many **art galleries** along Duval Street. Or take a walk through the Ernest Hemingway House on Whitehead Street. The famous author lived here for ten years. At the end of the day, head down to the Key West lighthouse on Whitehead Street to view beautiful **panoramas** of the island.

**Outdoor Adventures** – Key West is the only place in the United States that never freezes. The warm **climate** and clear blue waters are perfect for outdoor adventures. Learn about a number of water sports, including **scuba diving**, **snorkeling** or **jet skiing** from any of the certified tour operators on Waterfront Road. Or **sign up** for a **sailing** trip to explore the beautiful ocean.



8 panorama

## Listening

5  Listen to a conversation between a tour operator and a client. Then choose the correct answers.

- 1 Why does the woman visit Discovery Tours?  
A to sign up for a tour of cultural sites  
B to find out more about the history of Key West  
C to learn about different tours and attractions  
D to ask about prices for snorkeling tours
- 2 What is true about the woman?  
A She prefers to visit cultural sites.  
B She has not been to Key West before.  
C She goes snorkeling often.  
D She wants to go on a tour before lunch.

6  Listen again. Fill in the blanks.

**Client:** That sounds nice. But, 1 \_\_\_\_\_, I wanted something a little more ...

**Tour Operator:** Exciting?

**Client:** Uh huh. Yes, I'm looking for something more exciting.

**Tour Operator:** Well, then maybe 2 \_\_\_\_\_ in a water sports tour. You can choose from a number of activities, like scuba diving and snorkeling.

**Client:** 3 \_\_\_\_\_ sounds like fun. But I don't have any snorkeling equipment.

**Tour Operator:** No worries. We provide all the equipment. And our 4 \_\_\_\_\_ will also provide instructions, in case you've never been snorkeling before.

**Client:** Oh good! I 5 \_\_\_\_\_ some pointers.

**Tour Operator:** We have a snorkeling tour going out today at 3 pm. Would you like to 6 \_\_\_\_\_?

**Client:** Yes, I would. Thanks!

## Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*I'm interested in taking a tour.*

*What attractions are included in the tour?*

*Would you like to sign up?*

**Student A:** You are a traveler and want to take a tour. Ask Student B questions to find out about:

- different types of tours
- what sites are included in the tour
- when the next tour begins

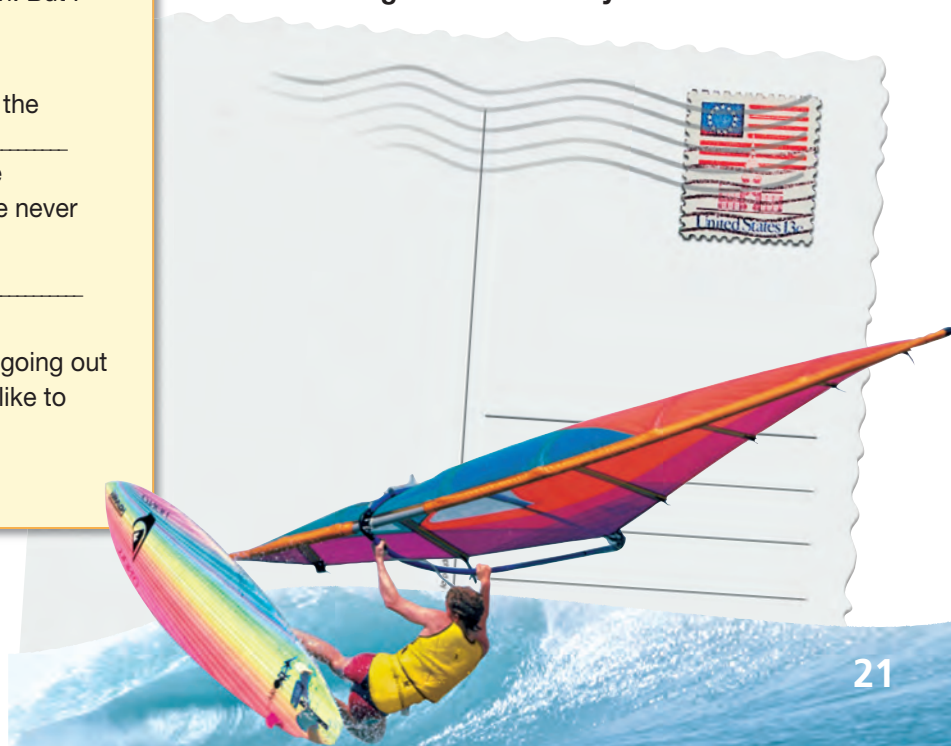
Make up an attraction that you want to see.

**Student B:** You are an employee at Discovery Tours. Answer Student A's questions.

- Different types of tours
- What the tour company provides for clients
- When the next tour starts

## Writing

8 Imagine that you are a visitor to Key West. Using the reading passage and Task 7, write a post card to a friend at home describing the attractions you have visited.



# Glossary

**adventure** [N-COUNT or UNCOUNT-U6] **Adventure** is fun and exciting activities.

**affordable** [ADJ-U8] Something that is **affordable** is something that you have enough money to buy.

**arrivals terminal** [N-COUNT-U5] An **arrivals terminal** is where people who land at the airport enter through.

**ATM** [N-COUNT-U11] An **ATM** (automatic teller machine) is a machine that you use to access and withdraw money from your bank account.

**attendant** [N-COUNT-U7] An **attendant** is a train worker.

**baggage claim** [N-COUNT-U5] A **baggage claim** is where you pick up your bags in an airport.

**balcony** [N-COUNT-U6] A **balcony** is an outdoor area that is attached to the cabin.

**bank** [N-COUNT-U11] A **bank** is a place where people keep their money.

**bed and breakfast** [N-COUNT or UNCOUNT-U4] A **bed and breakfast** is small house or hotel that offers lodging and a morning meal.

**benefit** [N-COUNT-U8] A **benefit** is something good about a thing.

**berth** [N-COUNT-U7] A **berth** is a type of bed that is on a train.

**boarding pass** [N-COUNT-U5] A **boarding pass** is a paper that allows you to get on a plane or bus.

**boarding time** [N-UNCOUNT-U5] The **boarding time** is when passengers get on the plane.

**bottled water** [N-UNCOUNT-U15] **Bottled water** is clean water that is in a container.

**branch** [N-COUNT-U11] A **branch** is an office that is part of a bigger company.

**break-in** [N-COUNT-U14] A **break-in** is when a person enters a home or building without permission.

**budget hotel** [N-COUNT-U4] A **budget hotel** is a sleeping and resting place that is inexpensive and has few services.

**bug spray** [N-UNCOUNT-U15] **Bug spray** is a chemical substance that kills bugs.

**business hours** [N-UNCOUNT-U11] A company's **business hours** are the times that the company is open.

**business traveler** [N-COUNT-U1] A **business traveler** takes a trip for business.

**buy-back** [N-COUNT-U12] A **buy-back** is a policy. A business buys back something they previously sold you.

**by bus** [PREP PHRASE -U8] To go **by bus** is to travel somewhere on a big vehicle that carries a lot of people.

**by rail** [PREP PHRASE-U7] To travel **by rail** is to travel on a train.

**cabin** [N-COUNT-U4] A **cabin** is a small wooden house where visitors stay.

**cabin** [N-COUNT-U6] A **cabin** is a room on a ship.

**campsite** [N-COUNT-U4] A **campsite** is a sleeping and resting place where people stay in tents.

**cash register** [N-COUNT-U13] A **cash register** is a machine that holds a shop's money. It shows and records each transaction.

**cash-only** [ADJ-U10] A **cash-only** business only accepts cash as a method of payment.

**catch the train** [V PHRASE-U7] To **catch the train** is to ride on a train.

**celebrate** [V-I-U1] To **celebrate** is to have fun on an important day.



# Tourism

**Career Paths: Tourism** is a new educational resource for tourism professionals who want to improve their English communication skills in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. **Career Paths: Tourism** presents subject matter including reservations, health concerns, money issues, tours, and career options.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through real-world examples of written and oral production.

**Included Features:**

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's Book** contains a full answer key and audio scripts.

The **Teacher's Guide** contains detailed lesson plans, a full answer key and audio scripts.

The **audio CDs** contain all recorded material.



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